MULTIMEDIA UNIVERSITY

STUDENT IDENTIFICATION NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 3, 2015/2016

BHR 2034 – HUMAN RESOURCE MANAGEMENT

(All sections/groups)

28th May 2016
9.00 a.m. – 11.00 a.m
(2 Hours)

INSTRUCTIONS TO STUDENT

1. This question paper consists of **ONE (1)** page.
2. Answer all the questions. All questions carry equal marks and the distribution of the marks for each question is given.
3. Please write all your answers in the Answer Booklet provided.

Each question carries 25 mark each. Total 100 marks.

QUESTION 1

a. List the five basic functions of the management process. Explain specifically the activities involved in each management function. (10 marks)

b. Discuss the importance of job analysis in supporting human resource management activities. Discuss one of the methods commonly used for gathering job analysis data. (15 marks)

(Total 25 marks)

QUESTION 2

a. Briefly explain some common errors that managers make during interviews. (10 marks)

b. Discuss the reasons why effective recruiting is a challenge for many employers. Identify the methods employers use to effectively recruit a more diverse workforce. (15 marks)

(Total 25 marks)

QUESTION 3

a) Explain why family-friendly benefits and flexible benefits are increasingly popular. Provide examples of both types of programs. (10 marks)

b) Why is it important for a manager to appraise a subordinate's performance? How can a manager handle a subordinate who is defensive when told that his or her performance is poor? (15 marks)

(Total 25 marks)

QUESTION 4

a. What is a management assessment center? Explain some of the most common tasks conducted in management assessment centers. (10 marks)

b. Discuss the purpose of job evaluations. Identify the similarities and differences between job evaluations conducted for managerial positions and lower level positions at a firm. (15 marks)

(Total 25 marks)

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